



Terms & Conditions of Sale

Limited Liability

Ransom & Randolph Company's (R&R) technical advice, whether verbal or in writing, is designed to assist the user in using R&R's product. Such advice does not expand R&R's limited warranty or relieve the user of testing R&R's products to determine their suitability for the intended uses and procedures. The user assumes all risk and liability for damages arising out of improper use of R&R's product.

In the event of a defect in material or workmanship in R&R's product, R&R's liability is limited, at R&R's option, to replacement of the defective product or part thereof, or reimbursement of the actual cost of the defective product. Failure to give R&R notice of any claim within 30 days of delivery of the product concerned shall constitute a waiver of such claim by Buyer. In order to take advantage of the limited warranty, the defective product must be returned to R&R. In no event shall R&R be liable for any indirect, special, incidental, or consequential damages.

EXCEPT AS EXPRESSLY PROVIDED, THERE ARE NO WARRANTIES, BY R&R, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES WITH RESPECT TO DESCRIPTION, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. THESE TERMS AND CONDITIONS ARE FINAL AND BINDING, AND MAY NOT BE CHANGED OR MODIFIED EXCEPT IN WRITING, SIGNED BY R&R'S BUSINESS UNIT DIRECTOR, AND NO MODIFICATION SHALL BE EFFECTED BY THE ACKNOWLEDGMENT OR ACCEPTANCE OF PURCHASE ORDER FORMS CONTAINING DIFFERENT TERMS OR CONDITIONS. ALL SALES OF PRODUCTS ARE LIMITED TO AND MADE EXPRESSLY CONDITIONAL ON BUYER'S ACCEPTANCE OF THE FOREGOING TERMS AND CONDITIONS. SELLER EXPRESSLY OBJECTS TO AND REJECTS ANY TERMS AND CONDITIONS THAT MAY BE PROPOSED BY BUYER THAT ARE IN ADDITION TO OR DIFFER FROM THE FOREGOING TERMS AND CONDITIONS. UNLESS A WRITTEN ACKNOWLEDGMENT SIGNED BY R&R'S BUSINESS UNIT DIRECTOR IS EXECUTED, SELLER CONSIDERS BUYER'S ACCEPTANCE OF SELLER'S TERMS AND CONDITIONS.

FOB Shipping Point Terms

All products are shipped FOB Shipping Point which is defined as the point at which title of goods transfers to the Buyer. Seller may or may not pay freight charges in this instance. In all cases, the Buyer bears the freight charges, owns the goods in transit and files all claims for loss and damage.

Export Compliance

The product(s) herein are not to be resold or reexported without express consent of Dentsply Sirona and may require authorization from the US Department of Commerce. The purchaser will comply with all US anti-corruption and trade laws and regulations.

ISO Certification

R&R's Maumee, Ohio manufacturing facility is ISO 9001:2008 compliant. To determine if the products you purchase were manufactured in an ISO compliant facility, contact R&R's Quality Assurance Manager.

Return Policy

Please contact our Customer Service Department prior to returning or refusing product. Please observe the following guidelines:

- A. Returns will be approved by the appropriate Sales Manager, Customer Service Manager or Business Unit Manager.
- B. When approved, a Return Goods Authorization Number (RAN) will be issued with information that includes the product name, lot number, quantity to be returned, reason for return, return location, and notations on freight payment responsibility for the return.
- C. Return goods authorization form will be mailed or faxed to the customer with the name of the carrier to be used for return (where applicable)
- D. Return goods authorization form is to be returned with shipment to designated location. This assists in expediting the return receipt.
- E. To receive credit, products must be returned in good condition and in original packaging. Credit will be issued upon receipt and inspection of goods.
- F. All items accepted for return will be assessed a restocking fee unless otherwise noted.

R&R reserves the right to refuse shipments returned without proper return authorization. Shipments returned without authorization will automatically be assessed a restocking fee. Any freight charges incurred by R&R for freight returned without authorization will be invoiced to the customer.